

Field Case Management



Field Case Management (FCM)

What is it?

Coventry Workers' Comp Services' ("Coventry") Medical and Vocational Field Case Management program serves our customers on both a full and task-based assignment basis. Coventry understands that not every workers' compensation claim can be resolved in a timely and/or uncomplicated manner. Medical complexity, heavy physical job demands, a client's inappropriate motivation, and providers and employers who are not fully informed about the benefits of early return to work can lead to the need for a greater level of managed care involvement.

In these cases, we offer our customers a task-based field case management service. The purpose of our task-based program is to provide our customers with a strong partnership that enables them to maximize case costs and control over files. In accordance with criteria negotiated between Coventry and the customer, cases can be identified for referral to field case management. Nationwide, our case managers perform over 2,500 task-based assignments every month. As such, we are the market leader in short-term field case management interventions.

FCM Products and Services

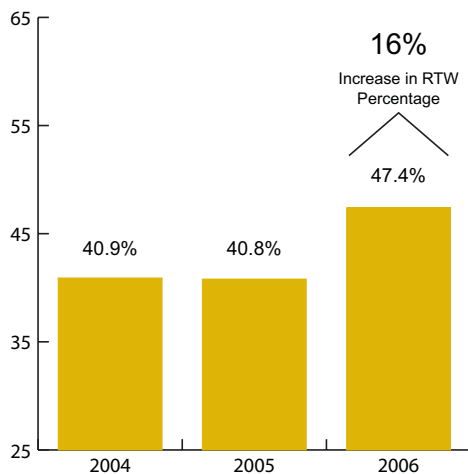
- Early Return-to-Work Coordination
- Medical Field Case Management
- Vocational Field Case Management
- Task Assignments
- Job Analysis Services
- Job Club (select markets)
- Transferable Skills Analysis
- Labor Market Surveys
- Job Development and Placement
- Earning Power Evaluations (state specific)
- Expert Testimony
- On-site Nurse Consultants

Unmatched Resources

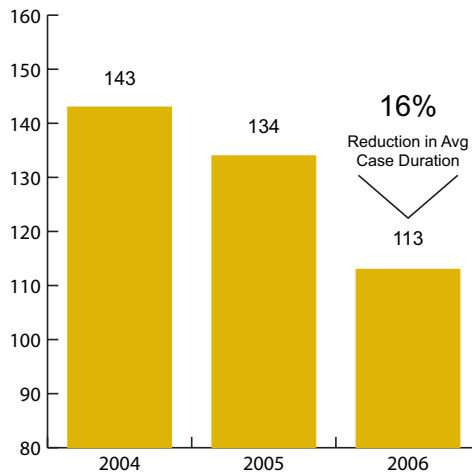
Coventry offers our clients over 900 case managers located strategically across the nation. Our case managers are licensed and credentialed. Moreover, they are supported internally with a series of professional education programs.

Case Costs Are Down: Our Results

Return to Work Rates*



Average File Duration



*Results are derived from hourly cases in which there is an opportunity for a return to work result.

Why Coventry?

- A 360 degree approach to quality management
- Re-engineered workflows
- Best Practices team
- Continuum of review to address high-cost case migration and a client-like view of our progress
- Alignment of delivery goals with client expectations
- Shorter duration of disability
- National coverage
- URAC certified
- Quality Assurance standards
- Reduced medical and indemnity costs
- Measurable comprehensive outcome and stewardship reporting
- Easy referral process: phone, fax, e-mail/Web



ACCREDITED
CASE MANAGEMENT

More Information?
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